

# MHLS

## MHLS Tech Support Contract Summary- 2021 Calendar year pricing.

MHLS offers technical support to member libraries through a contract agreement. The support contract is eligible for annual renewal and covers January 1 through December 31. Each year the pricing will be reviewed. Libraries can expect modest increases year to year. The contracts are now available in 3 tiers to better meet the library's specific needs.



### Basic Level-All inclusive

Our basic service includes:

- Phone in Support
- Remote Assist
- Network Inventory & map with replacement plan
- License management (Office, Deep Freeze, and Windows)
- Unlimited reformats on premises at MHLS
- Up to 2 On Demand visits\*
- Up to 2 Scheduled Visits\*\*
- Additional visits billed at \$306
- Prioritized Scheduling

*Annual Cost \$1,530*



### Limited All Inclusive

Our basic service includes:

- Phone in Support
- Remote Assist
- Network Inventory & map with replacement plan
- License management
- Up to 1 On Demand visits\*
- Up to 1 Scheduled Visits\*\*
- Additional visits billed at \$408

- Prioritized Scheduling

*Annual Cost \$ 1020*



## Emergency Service Contract

Our basic service includes:

- Phone in Support
- Remote Assist
- 1 Scheduled Emergency Onsite visits\*
- Additional visits billed at \$459
- Prioritized Scheduling

*Annual Cost \$ 510*

\*On demands visits are scheduled by the library Director with the IT supervisor or designee scheduled 1 week in advance, and are subject to availability

\*\* Scheduled visits are scheduled by the IT supervisor with the library Director at least 1 month in advance for regular maintenance, Windows updates and hardware assessment.

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## Uncontracted Services



### Visits outside of contract

- At the discretion of MHLS and without guarantee.
- Written recommendation
- Subject to availability.

*Cost \$ 510 for up to 6 hours, then \$51 per hour*

### Reformat Images & Copies

- At the discretion of MHLS and without guarantee.
- Work to be completed onsite at MHLS by default
- Subject to availability.

*Cost \$ 200 per image for most instances and \$50 image copy additional per hour fees may be applied if extenuating circumstances exist and will be estimated and approved in advance.*

MHLS does NOT support uncontracted networks.